Pharmacy operation and management

Theoretical exam topics

2022. autumn

The candidate draws one of the topics A and B during the exam.

„A" topics

1. Description of the key elements of Act XCVIII of 2006 regulating the system of direct supply of medicinal products to the public: license for the establishment and operation of a community pharmacy, regulations related to the ownership structure of pharmacies.

2. Responsibility of the management provided by law for the chief pharmacist (conditions of the right to operate the pharmacy).

3. Architectural, personal and material conditions for the operation of community and branch pharmacies and their legal environment

4. The organizational structure of Hungarian health care, the system of institutions (from central management to primary care).

5. Tasks of the National Institute of Pharmacy and Nutrition (OGYÉI) for the direct supply of medicines to the general public, the competencies of Chief Pharmacist Officers.

6. Central forms of financing affect the direct supply of medicines to the general public, and their legal environment (forms of support, generic incentive program, service fee).

7. The domestic drug subsidy system. Domestic drug prices and their regulation, in relation to the direct supply of medicines to the general public (price support, subsidy and reimbursement fee; producer price, wholesale margin, pharmacy margin, consumer price, net and gross prices, etc.). Changes in the price of medicines (blind bid).

8. Basics of professional and economic management of community pharmacies: mandatory registers, supplier contracts, NEAK (National Health Insurance Fund of Hungary) contract and accounting, and basic types of taxes.

9. Funding and revenue structure of a pharmacy, inventory management, liquidity considerations, basics of cost management.

10. Basics of labor law. Rules for establishing an employment relationship (employment contract, salary). Obligations of the employer and the social security system (accident prevention, occupational safety, insurance, sick leave, sick pay, leave, etc.), elements for companies operating pharmacies.

11. The main regulatory and professional aspects of the advertising, promotion, and presentation of medicines. Areas and possibilities of pharmacy marketing.

12. Patients' rights and its community pharmacy aspects. Consumer protection considerations in pharmacies (complaint handling).

13. The role of pharmacists working in the direct supply of medicines to the general public in the operation of the Hungarian pharmacovigilance system.

14. Quality systems in direct supply of medicines to the general public. Internal Quality Manual for Pharmacies (Hungarian Chamber of Pharmacists (MGYK)).

„B" topics

1. Leadership, encouragement, and change to facilitate the optimal operation of community pharmacies.

2. Strategy and organizational formation; key aspects of organizational culture and patient safety with pharmacist's considerations.

3. Workplace stress and stress management; productivity and proper time management through the eyes of a pharmacy manager.

4. The role and responsibilities of pharmacists working in the direct supply of medicines to the general public in health preservation and public health interventions. The pharmacy as a meeting place for public health (pharmacist competencies, legal aspects, examples in Hungarian practice).

5. Rules for food supplements and other products that can be marketed in a pharmacy and aspects of their safe dispensing.

6. Principles of pharmacist communication, communication elements, and techniques. Patient and consumer behavior types.

7. Opportunities to increase health literacy and patient cooperation (adherence) (tools, significance, and difficulties in creating a "patient-friendly" pharmacy environment).

8. Possibilities for improving the safety of medicines and patients in relation to the dispensing of over-the-counter and prescription drugs, exclusive tasks for pharmacists (knowledge of legal aspects, professional guidelines, and methodological aids with practical considerations).

9. Possibilities for the development of drug knowledge and cooperation (adherence) in polypharmacy patients in pharmacy practice (survey and intervention options and methods, practical considerations).

10. Possibilities and difficulties of the implementation of the doctor-patient-pharmacist therapeutic cooperation triangle, the separable tasks and competencies (general practitioner, dispensing technician, pharmacist, pharmacy manager).

11. Legislation on the purchase of a pharmacy share, support options, and the most important elements of the business plan.

12. Marketing possibilities of community pharmacies: analysis and planning methods of marketing of professional services and pharmacy products, intervention points.